OFFICE OF QUALITY ASSURANCE & RISK MANAGEMENT
QUALITY PROJECT MANAGEMENT

DUTY STATEMENT

JOB TITLE: Research Data Specialist I   **POSITION #:** 472-540-5742-905

POSITION DESCRIPTION: The Office of Quality Assurance and Risk Management oversees the Department of Developmental Services' (DDS) quality management initiatives and projects related to services for individuals with developmental disabilities. The position designs and performs complex technical research and statistical work relative to the Department of Developmental Services' (Department) quality assurance and risk management program. This position functions as a project lead designing and coordinating data analysis projects, analyzing descriptive and inferential data, and preparing understandable research and statistical reports of findings and recommendations.

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: Reports to the Staff Services Manager I in Quality Project Management

EXAMPLES OF DUTIES:

Essential Job Functions:

35%   Functions as project lead to coordinate and accomplish projects using descriptive and inferential data. Conducts exploratory research to identify data trends and research complex issues. Develops analytical datasets from a variety of internal and external sources, validating data quality, documenting data definitions and securing confidentiality. Examines and makes suggestions for improvements to existing procedures, data sources and information technology functions. Selects appropriate research methodologies, noting any limitations of final study designs. Applies complex statistical techniques and models to evaluate programs and services. Assists in the development of program metrics and benchmarks. Drafts recommendations and discusses the benefits and disadvantages of alternative actions. Prepares understandable research and statistical reports of data analyses, findings and recommendations, including clear data graphics and instructive narrative summaries. Special projects may include developing and standardizing tools and processes to evaluate staff stability within the system, researching identified trends and best practices, identifying potential contributing factors, and recommending improvement strategies.

30%   Acts as a subject matter expert in designing and performing complex technical research and statistical work related to National Core Indicators (NCI) and other data sets. Uses expert-level skills in advanced Microsoft Excel tools and analytical software such as SAS. Develops and maintains a thorough understanding of available data sources and Department programs. Designs and applies data quality protocols.

15%   Presents findings of complex statistical operations in ways that non-technical audiences and internal and external stakeholders can understand using Microsoft Excel, PowerPoint, Power BI, and other software tools. Offers training, technical assistance, and support to other Division staff.

10%   Develops and provides technical assistance and training to staff from DDS, other agencies, service providers, and stakeholders through meetings, conferences (in-person or remote), site visits, and presentations. Works effectively and cooperatively with team members, management, and stakeholders to develop and implement innovative data intake, capture and process procedures that best suit the needs of the department. Develops and maintains data-based systems to monitor and track project outcomes, deliverables, and timelines for special projects and daily workload.

 5%   Responds to requests for information or assistance concerning the Staff Stability program and other NCI related projects

Marginal Job Functions:

5%   Performs other duties as appropriate including travel within the state for meetings.

WORKING CONDITIONS: Work is performed in an open-partitioned office area and in a telework environment. Work requires managing tight timelines and multiple priorities and sitting for extended periods of time while using a tablet computer or reviewing documents and working papers.

MINIMUM QUALIFICATIONS:
Ability to: Establish and maintain project priorities. Communicate effectively orally and in writing with individuals and groups. Establish and maintain cooperative and harmonious relationships with others. Work effectively with professional, technical and support personnel. Analyze situations accurately and take effective action.

DESIRABLE QUALIFICATIONS:
Knowledge of: Research methods and techniques; application of statistical methods and computerized models to data analysis and presentation of research findings; survey methods and analytical techniques; knowledge of the Lanterman Act and the developmental disabilities services system.

CERTIFICATION OR LICENSE: None.